Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FAIRPOINT COMMUNICATIONS MISSOURI, INC.

KCC No. 1 Section 4 2nd Revised Sheet 7

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Lifeline Service (continued)

- General (continued)
 - 2. Eligibility Requirements (continued)
 - The customer must sign, under penalty of perjury, a document certifying:
 - He/she is receiving benefits from one of the programs in a.1 above.
 - 2.
 - Name of the program(s) from which they are receiving benefits.

 That he/she will notify the Company if he/she no longer participates in the program(s) 3. named in (a.) preceding.
 - The premises at the residence service is requested must be the applicant's principal place of C. residence.
 - There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or d. apartment occupied by a single family or individual's functioning as one domestic establishment.
 - Lifeline Service is limited to one per household at the customer's primary residence. 3,
- B. Rates and Charges
 - Service charges do not apply when Lifeline Service is added to an existing service, or is discounted, and it is 1. the only service being ordered.
- **(T)** 2. The Lifeline credit is applied as follows:
- (C) (R) A monthly Pederal credit of \$9.25 1 applies to the Lifeline customer's local bill. n.
 - ь. A monthly State credit of \$7.77 applies to the Lifeline customer's local bill.
 - All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at Tariff rates.
 - Rate will be effective upon FCC implementation date of August 1, 2012 per 47 CFR; §54.403 as amended March 2, 2012. Until then, the Federal Lifeline credit is \$10.00.

ISSUED: June 25, 2012

EFFECTIVE: July 25, 2012

By: Patrick Morse Vice President of Government Affairs PO Box 199 Dodge City, Kansas 67801





June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

FairPoint Vermont Inc.

FCC For	rm 481 - Carrier Annual Reporting Data Collection Form			FCC Form 481 OMB Central No. 306 July 2013	0-0986/ONIB Control No. 3060-0819
<010>	Study Area Code	143331			
<015>	Study Area Name	NORTHLAND TEL. CO-V	т		
<020>	Program Year	2015			
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo			
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 exc.			
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo3fairpoint.	соз		
ANNUA	L REPORTING FOR ALL CARRIERS	English to the second s			54.313 54.422 Completion Completion Required Required
<100>	Service Quality Improvement Reporting		(complete attached wor	ksheet)	(check box when complete)
<200>	Outage Reporting (voice)		(complete attached wo		1 1
<210>		outages to report	promptete attached no.	Amery	THE STATE OF
<300>	Unfulfilled Service Requests (voice) 7			7	
<310>	Detail on Attempts (voice)			fattach descriptive	/ //////
	L				occurrency
<320>	Unfulfilled Service Requests (broadband) 6				
<330>	Detail on Attempts (broadband)			(attach descriptive	o document)
	Number of Complete and 1992 and to the least				
<400>	Number of Complaints per 1,000 customers (voice) Fixed 1.0999				
<420>	Mobile 0.0				/ /
<430>	Number of Complaints per 1,000 customers (broads	pand)			1 WHILE
<440> <450>	Fixed 0.4399 Mobile 0.0				
<500>	Service Quality Standards & Consumer Protection Re	ules Compliance	(check to indicate cert	ficotion)	/ /
<510>			fattached descriptive	e document)	/ /
<600>	Functionality in Emergency Situations		_ fcheck to Indicate certs	ficetion)	
	143331VT610.pdf		fattached descriptive do	coment)	
<610>					
<700>	Company Price Offerings (voice)		(complete attached wo	(ksheet)	
<710>	Company Price Offerings (broadband)		(complete attached wo	rksheet)	- anne
<800> <900>	Operating Companies and Affillates Tribal Land Offerings (Y/N)?		(complete attached wo		THE PARTY OF THE P
	Voice Services Rate Comparability 1010 Voice Service Rate Comparability.pdf	(d)	es, complete attached wa (check to indicate certi,		
<1010>			{attach descriptive doc	oment)	
<1100>	Terrestrial Backhaul (Y/N)?	(II)	not, check to Indicate cert	ificotion)	
<1110>	Terms and Condition for Helica Contamer		(complete attached wa		THE STATE OF THE S
<1200>	Terms and Condition for Lifeline Customers	Documentation Works	(complete attached wo	rksheetj	WILLIAM Y
	Price Cap Carriers, Proceed to Price Cap Additional C Including Rate-of-Return Carriers offiliated with Price				
<2000> <2005>	mounty note-of-neturn corners offinited with Phi	ce our total exchange	(check to indicate certif (complete attached wor		
	Rate of Return Carriers, Proceed to ROR Additional	Documentation Works		mevat ti EA	
<3000> <3005>			(check to indicate certificamplete attached wor		

	rvice Quality improvement Reporting Hection Form	FCC Form 481 OM8 Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	143331
<015>	Study Area Name	MATRIAND TEL. CO-VT
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Burbara Galardo
<035>	Contact Telephone Number - Number of person Identified in data line <0.30>	2075154126 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	bgslerdoffeirpoint.com
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing \$54,202(a) *5	(yes/no) () ()
<111>	year plan' filed with the FCC?	(yes/no) O O
dis	report, on line <112- delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your cities only receives frozen support, your progress report is only required to address voice telephony service.	112 Service Quality Improvement Paparting.pdf ompany is a
	Please check these boxes below to confirm that the attached documents(s), on life 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF) was used to Improve service coverage	
<117>	How (USF) was used to Improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

Data Coll	vice Outage Reporting (Voice) ection Form	FCC Form 481. OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	нэн
<015>	Study Area Hame	PORTHIAND TED. CO-VT
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Berbara Calardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075356126 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	by large late of the late of t
<220>	(a) (b) (b) (b) (b)	«ct» «c» «b» «e» «b» «p» «h»

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-	NORS	Outage Start Date			Outage End Time		Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Old This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Procedures
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	e Offerings in ection Form	duding Voke Rate D	COUNTY PROPERTY CARE				H O	CC Form 481 MB Control No. 3060 0986/01 Ny 2013	/8 Control No. 3060-0819				
010>	Study Area Co	de.			163331								
015>	Study Area Code 103331 Study Area Hame poziticaso Tav., co-vz												
020>	Program Year				2015	144, 30-76							
030>		ogram Year 2015 Intact Name - Person USAC should contact regarding this data Barbara, Galando											
035>		hone Number - Number											
039>		Address - Email Addre				sirpoint.con							
701> 702>	Single State-A	cal Service Charge Effe Ade Residential Local S	ervice Charge		1/2014	Na Section			T - 100 () 100 5 100 5 100 5				
703>	10000000	(4) db		db.	Residential Local	45		Mandatory Extended Area	I				
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fe				
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	-												
			-						-				
					Sep a	dached worksheet							
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				100									

PageS

10>	Study Area Code			143331					
015>	Study Area Name			SORTHLAND TEL.	60-A1				
020>	Program Year			2015					
030>		AC should contact regarding t		Herbera Galerde					
035>		er - Number of person Identifi		2075354126 Axt					
039>	Contact Email Address - Er	nad Address of person identif	ied in data line <030>	byslardotfairp	oint.com				
***	THE RESERVE	ab a		45	PAGE VINDO		40		di
711>	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Commissed Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowence Action Teken When Limit Reached (select)
				- See attac	ned				
			-						

	erating Companies	11111			FCC Form 481 OMB Control No. 3050-0985/OMB Control No. 3050-0814 Febr 2013
<010>	Study Area Code		143331		
<015>	Study Area Name		SCRIPTAND THE	TV-02-VT	
<020>	Program Year		2015		
<030>		USAC should contact regarding this data	Baghara Galar	do	
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 ex	α.	
<039>		Email Address of person identified in data line <030>	bgalardosfai	rpoint.com	
<810>	Reporting Carrier	Northland Telephone of Vt			
<811>	Holding Company	FairFoist Comminications, Inc.			
<812>	Operating Company	Northland Telephone of Vt			
<813>		ab ab		ab .	ab.
		Affiliates		SAC	Doing Business As Company or Brand Designation
			See atta	ched workshi	eet
- 1			ooc an	tonou Horkon	
- 1					
	V COUNTY DESCRIPTION				

SESSO A CHILD	bel Lands Reporting	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	143331
<015>	Study Area Name	FORTHLAND TEL. CO-VI
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Bashara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030	
<039>	Contact Email Address - Email Address of person Identified In data line <030	> bgslerdolfairpoint.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
	ompany serves Tribal lands, please select (Yes,No, NA) for each these boxes	
	rm the status described on the attached document(s), on line 920,	elect
	trates coordination with the thosi government poisoant to	es,No,
\$ 54.313	3(a)(9) Includes:	NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
	Compliance with Cultural Preservation review processes	
<928>		

沙海州岛州南州州	"温度深度"	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
Study Area Code	143333	
Study Area Name	BORTHLAND THE. CO-VI	
Program Year	2015	
Contact Name - Person USAC should contact regarding this data	Barbare Galardo	
Contact Telephone Number - Number of person identified in data line <030	2079356126 ext.	
Contact Email Address - Email Address of person identified in data line <030	> byslardoffairpoint.com	
Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)		
	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <0300 Contact Email Address - Email Address of person identified in data line <0300 Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person Identified in data line <030> Contact Email Address - Email Address of person Identified in data line <030> byplardoffat rpoint.com Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps

200) Te (eline	rms and Condition for Lifeline Customers			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
	ection Form	A 40		July 2013
<010>	Study Area Code		143331	
<015>	Study Area Name		MORTHLAND TEL. CO-VI	
<020>	Program Year		2015	
<030>	Contact Name - Person USAC should contact regarding this data	- 10 Table 1	Parbara Calardo	
<035>	Contact Telephone Number - Number of person identified in data	Ilne <030		
<039>	Contact Email Address - Email Address of person identified in data			
			143331vt1910.pdf	
1210>	Terms & Conditions of Volce Telephony Lifeline Plans			
				Name of Attached Document
1220>	Link to Public Website	НТТР	://www.tariffs.net/felrpoint/tlex.	asp7c1d+1644
or the we	neck these boxes below to confirm that the attached document(s), on line bsite listed, on line 1220, contains the required information pursuant to (a)[2] annual reporting for ETCs receiving low-income support, carriers m	27		
innually	ерон:			
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1		
:1222>	Details on the number of minutes provided as part of the plan,	1		
1223>	Additional charges for toll calls, and rates for each such plan.	1		

2000) Pr	ice Cap Catrier Additional Documentation		第一次的	PCC Form 481
ata Coll	ection Form			OMB Control No. 3060-0985/OMB Control No. 3060-0819
ncfuding	Rate-of-Return Corriers offiliated with Price Cop Local Exchange Corriers	连 等 注 第	A WAR STORY	New 2019 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
<010>	Study Area Code	10001		
<015>	Study Area Name	DORTHLAND TEL. CO-VI		
<020>	Program Year	2013		
<030>	Contact Name - Person USAC should contact regarding this data	Barbera Galardo		
<035>	Contact Telephone Number - Humber of person Identified in data line <030>	2075356126 ext.		
<039>	Contact Email Address - Email Address of person Identified in data line <030>	boalardoffairpoint.com		
CHECK	he boxes below to note compliance as a recipient of incremental Connect Amer support as set forth in 47 CFR § 54.313(b).(c).(d).			
	Incremental Connect America Phase I reporting			
<2010b	2nd Year Certification (47 CFR § 54.313(b)(1))			
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))			
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		<u> </u>	
<2012	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification			
<2014>	2015 Frozen Support Certification			
<2015>	2016 and future Frozen Support Certification			
	Price Cap Cerrier Connect America ICC Support (47 CFR § 54.313(d))			
<2016>	Certification Support Used to Build Broadband			
	Connect America Phase II Reporting (47 CFR § 54.313(e))		-	
<2017>	3rd year Broadband Service Certification			
<2018>	5th year Broadband Service Certification			
<2019>	Interim Progress Certification			
<2020>	Please check the box to confirm that the attached document(s), on i pursuant to § 54.3.33 (e)(3)(ii), as a recipient of CAF Phase if support addresses of community anchor institutions to which began providi preceding calendar year.	shall provide the number, names, and	on	
			-	
		l l		l
<2071>	Interim Progress Community Anchor Institutions	1		1
-10133	success craft are commented same a management	1		
		Name of	FAttached Document Listin	g Required information

ta Col	ection form		OMB Control No. 2000-0995/OMB Control No., 2000-0819 p.by 2013
010>	Study Area Code	143331	
015>	Study Area Nota	PORTELAND TEL. CU-VI	
¢36>	ProgramYear	2015	
010Þ	Contact Name - Person USAC should contact regarding this data	Warlers Galardo	
@15> @19>	Contact Telephone Number - Number of person Identified in data line 4050> Contact Email Address - Email Address of person Identified in data line 4050>	2075354126 ext. buslard23fsirroint.com	
	CONTROL OF THE PARTY OF THE PAR		AND CONTRACTOR OF THE PROPERTY
HEOK	cer & Sall Lighton to note compliance on its five year service gos thy plan (pursua CER & Sall Lighton). I further centify that ti	et to 67 CFR § 56.203(s)) and, for privately held certiers, enough to information expected on this form and in the documents att	
30105	Progress Report on S Year Plan	1	
0.00	Milestone Certification (47 EFR § 54.313(0(1))/1)		
		Name of Attached Document Dating Required Infor	enation.
5011)	Please check this box to confirm that the attached document(s), on time it § 54.313 (f)(1)(f), the carrier shall provide the number, names, and addr providing access to broadband service in the preceding catendar year.	012 contains the required information pursuant to eases of community anchor traditurions to which began	
(3012)	Community Anchor Institutions (47 CFR § 54.315(1)(1)(II))	Name of Action of Document Chiling Regulated Information	
	is your company a Privately Held NOR Carrier (47 CFR § 54.313(7)(2)) if yes, does your company file the RUS annual report	(Ym/No) [88
MASO	check these boxes to confirm that the etached document(s), on the 301	, contains the required information pursuant to § 64.313(f)(2) compliance requires:
3015)	Electronic copy of their around RUS reports (Operating Report for Telecommunications Borrowen)		
2016)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	Ploas	
301 7)	if the response is yet on the ADLI, attach your company's ELS arrival report and all required documentation		
		Have of Attached Document Uniting Required Information	
3018)	With a response is no on the 3014, is your company audited?	(feu/No) [ac
	If the septione is yet on the 2018, please check the bover below to confirm your submission, on the 2016 pursuent to § \$4.3.137(2), contains		
9019}	Littles a copy of thair austred financial statements on (2) a financial support in a fe	rmill comparable to RUS Operating Report for Telecommunical	Assa C
5020)	Document(s) for Balance Sheet, income Statement and Statement of C	ssh Flows	
3023)	Management letter knowl by the independent certified public accountant that	performed the company's financial audit.	
	If the response is no colone 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § \$4.5 LIS(f)(2), contains:		
3022)	Copy of their financial statement which has been a abject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Yelecommunications		
3071)	Borrowers, Underlying information subjected to a review by an independent continual		
	public accountant. Underlying information subjected to an officer certification. Document(s) for Balance Sheet, Income Statement and Statement of Qu	ish Flores	<u></u>
	exe signal tim fuers sint		
1	Attach the worksheet Esting required information		1

Action Co. Library	ion - Reporting Carrier ection Farm	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	143331
<015>	Study Area Name	NORTHLAND TEL. CO-VT
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person Identified In data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	bgalardo3fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibility	les include ensuring the accuracy of the annual reporting regulrements for universal service support
recipients; and, to the best of my knowledge, the information report	
Name of Reporting Carrier: NORTHLAND TEL. CO-VT	
Signature of Authorized Officer: CERTIPIED ONLINE	Date 05/25/2014
Printed name of Authorized Officer: Kike Skrivan	
Title or position of Authorized Officer: YP Regulatory	
Telephone number of Authorized Officer: 2075355100 ext.	
Study Area Code of Reporting Carrier: 143331	Filing Due Date for this form: 07/01/2014

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

¹ The Public Notice stated, in relevant part:

FairPoint Vermont, Inc 143331 Line 310

For the period January 1, 2013 through December 31, 2013, FairPoint Vermont, Inc. (SAC #143331) had seven (7) unfulfilled voice orders. Three (3) orders remain open due to new construction; two (2) held open per customer; one (1) remains open due to no access, and one (1) remains open per Engineering.

FairPoint Vermont, Inc 143331 Line 330

For the period January 1, 2013 through December 31, 2013, FairPoint Vermont, Inc. (SAC #143331) had six (6) unfulfilled broadband orders. Three (3) orders remain open due to new construction; two (2) held open per customer request; one (1) remains open due to no access (snow).

FairPoint Vermont, Inc.

Vermont

143331

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

FairPoint Vermont, Inc. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law, rule or Board Order. These provisions include, but are not limited to, the following: (1) filing a Basic Local Exchange Service (BLES) Tariff pursuant to the requirements of the Vermont Public Service Board's Final order in Docket No. 7724 (allowing for the detariffing of Retail Services except BLES) which discloses rates, terms and conditions of BLES service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in VT PSB Rule 7.600, compliance with provisions for Quality of Service as identified in Docket No. 5903, compliance with customer Inquiry procedure as identified in VT PSB Rule 7.600, compliance with Dispute standards as identified in VT PSB Rule 7.600; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,1 the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." 2 The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."3

1 Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

2 Id. at para. 28.

FairPoint Vermont, Inc. d/b/a/FairPoint Communications report on the service quality performance areas as established in the Final Order in Docket No. 5903, dated July 2, 1999. The Performance Areas are (a) Network Trouble Report Rate; (b) Percentage of Troubles Cleared Within 24 Hours Residence and Business - Out of Service; (c) Call Answer Time - Residence; (d) Installation Appointments Met - Residence; (e) Installation Appointments Met-Business; (f) Average Delay Days for Missed Appointments - Company Reasons - Residence; (g) Average Delay Days for Missed Appointments - Company Reasons - Business; (h) Network Reliability 1) Service outage: # of events 2) Interoffice facility failure: # of events 3) Signaling system failure: # of events; and (i) Special Services 1) On-time provisioning 2) Mean time to repair.

Each Performance Area has Baseline Standards and Action Level Report triggers. If a provider triggers the Action Level Report in any quarter or in any 5 or more months in a calendar year, the provider must provide the Board with a full explanation for the failure in addition to a plan and timetable for correcting the problem giving rise to the failure. Any penalty assessed for failure to meet the Baseline Standards as described above are assessed in accordance with 30 V.S.A. § 30.

FairPoint Vermont, Inc. has not missed a Baseline Standard or triggered an Action Level for several years or to date in 2014.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with Information found on their billing statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

14331VT510.pdf



FairPoint Communications

1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- <u>Infrastructure Integrity</u> Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- · IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

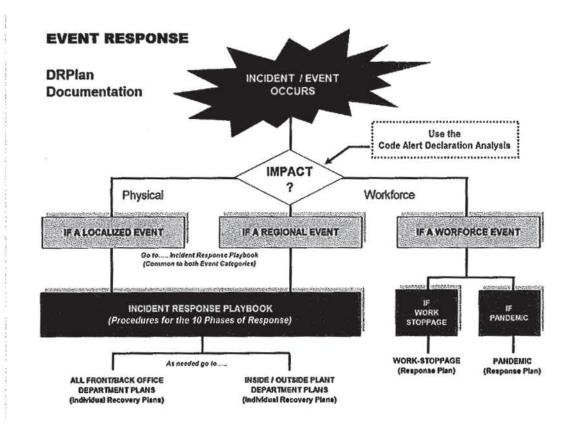
The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



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Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



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1 Davis Farm Road Portland, ME 04103

Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- **Business Restoration Process**
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

Data Col	ce Offerings Including Yoke Rate Daja lection Form	FCC Form 481
SAME II		MY 2013
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<015>	Study Area Name	SOUTHLAND TEL. CO-VF
<020>	Program Year	2015
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2075358126 ext.
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<702>	Single State-wide Residential Local Service Charge	

<703>

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VI	Alburg VT		NJ .	14.0	0.0	0.232	0.0	14.25
VT	Cabot VT		Kii	14.0	0.0	0.252	0.0	14.25
A2	Groton VT		XS	14.0	0.0	0.252	9.0	14.25
vr	Isle LArotte VI		на	14.0	9.0	0.252	0.0	14.25
vr	Marshfield VT		NS .	14.0	0.6	0.252	0.0	14.25
vr	Montgomery VT		MS	14.0	0.0	0.252	0.0	14.25
VI	Peacham VT		на	14.0	0.0	0.252	0.0	14.25
VT	Rest Newbury VI		N.S	14.0	0.0	0.252	0.0	14.25
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<015>	Study Area Rame	MORTHLAND TEL. CO-VT
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٧٢	ALL	36.95	0.0	36.55	1.0	0.5	0.0	Other, So limit, no action teles
VT	ALL	29.95	0.0	29.95	0.375	0.25	0.0	Other, No limit, no action taken
VI	ALL	46.95	0.0	46.93	12.0	1.0	0.0	Other, so linit, no action taken
vr	ALL	41.95	0.0	41.95	2.0	1.0	0.0	Other, So limit, no action taken
vr	ALL	34.95	9.0	34.55	2,0	0.75	0.0	Other, No limit, no action taken
VT	ALL	36.95	0.0	26.95	4.0	1.0	0.0	Ceber, No limit, no action takes
vr	ALL	29.95	0.0	29.95	0.75	0.125	0.0	Other, No limit, no action taken
VI	ALL	31.95	0.0	51.55	15.0	1.0	0.0	Other, No limit, no action taken
vr	ALL	54.95	0.0	54.95	12.0	1.0	0.0	Other, No livit, so action takes
VT	ALL	49.95	0.0	49.93	7.0	1.0	0.0	Other, No limit, no action taken
VT	ALL	39.95	0.0	39.95	0.75	0,125	0.0	Other, No limit, no action teken
vī	ALL	44.35	0.0	44.95	3.0	0.5	0.0	Other, No limit, no action takes
VI	ALL	49.55	0.0	49.95	4.0	1.0	0.0	Other, No limit, no action taken
VI	ALL	39.95	0.0	39.95	2.0	0.75	0.0	Other, No limit, no action taken
AL	ALG	34.95	0.0	34.95	0.375	0.35	0.0	Other, No limit, no action taken
VT	ALG	44.95	0.0	44.55	4.0	1.0	0.0	Other, No limit, no action taken
۸t	ALL	36.95	0.0	34.95	0.75	0.125	0.0	Other, No limit, no action takes
vr	ALL	59.95	0.0	59.95	15.0	1.0	0.0	Other, No limit, no action takes
vr	MA	59.95	0.0	39.93	32.0	1.0	0.0	Other, No limit, no action taken
VT	ALL	54.95	0.0	58.95	7,6	1.0	0.0	Other, No limit, no action taken
VI	ALL	48.95	0.0	44.95	2.0	0.75	0.0	Other, No limit, no action taken

(710) Broadband Price Offerings PCC Form 481 OATS Collection Form OMB Control No. 3060-0995/OMB Control No. 3060-0919 Ady 2013
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<020>	Program Year		2015		
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<811»	Holding Company	FairFoint Communications, Inc.			
<812>	Operating Company	Northland Telephone of Va			
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	CONTRACTOR OF THE CONTRACTOR O	Affiliates		SAC	Doing Business As Company or Brand Designation
	PE 11-1-11-	Communications, Incorporated			dba PairPoint Long Distance
		lle Communications Corporation		170145	dba FairPoint Communications
3		Cable Corp.		-1.010	dba FairPoint Long Distance
		Cellular, Inc.			and the state and state and
		New York Access, Inc.			
	The second secon	Telephone Corporation		150073	dba FairPoint Communications
		Telecom, Inc.		462192	dba FairPoint Communications / Big Sandy Telecom,
	Bluestem ?	Telephone Company	2.0	411935	dba FairPoint Communications
	C & E Comm	nunications, Ltd.			
- 1	Chautauqua	& Brie Communications, Inc.			dba FairPoint Long Distance
- 1	Chautauqua	and Erie Telephone Corporat	ion	150078	dba FairPoint Communications
- 1	China Tele	ephone Company		100004	dba FairPoint Communications ? China Telephone Com
		Telephone Company		631981	dba FairPoint Communications
		iecon Company (f/k/a Columbine Acquisi	tion Corp.	462204	dba FairPoint Communications / Columbine Telecom Compa
		Grove Telephone Company		300504	dba FairPoint Communications
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	Comerco,				dba FairPoint Long Distance
		Service Telephone Co.		100015	dba FeirPoint Communications 7 Community Service Telephone Co.
		nications, Inc.			
		Makanan Tua			dhe Paimpoint Long Distance / C.B Long Distance Vo

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C-R Long Distance, Inc.

Bl Paso Long Distance Company Bllensburg Telephone Company

C-R Telephone Company

dba FairPoint Long Distance / C-R Long Distance, Inc.

dba FairPoint Communications / C-R Telephone Company

dba PairPoint Long Distance / Bl Paso Long Distance Company

dba FairPoint Communications

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<810>	Reporting Carrier	Northland Telephone of Vt					
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<813>		an dix in the		ab es	ON THE RESERVE OF THE PARTY OF		
108901		Affiliates		SAC	Doing Business As Company or Brand Designation		
10	Elitel Long Distance Corp.			dba FairPoint Long Distance			
	Enhanced Communications of Northern New England Inc		land Inc.				
110	ExOp of Missouri, Inc.				dba PairPoint Communications		
- 1	FairPoint Broadband, Inc.				dba PairPoint Communications		
	FairPoint Business Services LLC						
28	FairPoint Carrier Services, Inc.						
- 00	FairPoint Communications Missouri, Inc.			421472	dba FairPoint Communications		
11.7	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.		1 Corp.)				
	PairPoint Vermont, Inc.				dba PairPoint Communications		
	Germantown Independent Telephone Company			300638	dba FairPoint Communications		
	Germantown Long Distance Company				dba FairPoint Long Distance		
	OTC Communications, Inc. (f/k/a TPG Communications, Inc.)		, Inc.)				
- 5	GTC, Inc.			210291	(Florala) dba FairPoint Communications		
10	GTC, Inc.		210329	(Perry) dba FairPoint Communications			
	Maine Telephone Company		100025	dbu FairPoint Communications ? Maine Telephone Compa			
	Marianna and Scenery Hill Telephone Company		170185	dba FairPoint Communications			
	Magianna Tel, Inc.			dba FairPoint Long Distance			
	MJD Services Corp.						
100	MJD Ventures, Inc.						
2.0	Northern New England Telephone Operations LLC - Main Northern New England Telephone Operations LLC - Main			dba FairPoint Communications			
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- 0	Northland '	Telephone Company of Maine,	THE RESERVE AND ADDRESS OF THE PARTY OF THE	103313	dhe FairFolat Communications ? Northland Telephone Company of Maine, Inc. (Maine dbe FairFoint Communications / Odin Telephone Exchange, Inc.		

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	Orwell Communications, Inc.			dba FairPoint Long Distance		
	Orwell Telephone Company		300649	dba FairPoint Communications		
	Peoples Mutual Long Distance Company			dba FairPoint Long Distance		
	Peoples Mutual Telephone Company		150244	dba FairPoint Communications		
	Quality One Technologies, Inc.			dba FairPoint Long Distance		
	Ravenswood Communications, Inc.					
	Sidney Telephone Company		103311	dba FairPoint Communications 7 Sidney Telephone Company		
	ST Enterprises, Ltd.					
	ST Long Distance, Inc.			FairPoint Long Distance (Kaneas, Colorado, Oklahoma		
	ST Long Distance, Inc.			PairPoint Long Distance / ST Long Distance, Inc. (Illinois)		
	ST Long Distance, Inc.			FairPoint Communications Long Distance (Missouri		
100	St. Joe Communications, Inc.		210339	dba FairPoint Communications		
	Standish Telephone Company		100025	dba FairPoint Communications ? Standish Telephone Compa		
19	Sunflower Telephone Company, Inc.		451835	dbs FairFoint Communications/Sumflower Telephone Company, Inc. (Colors		
	Taconic Technology Corp.					
10	Taconic TelCom Corp.			dba FairPoint Long Distance		
15	Taconic Telephone Corp.		150084	dba FairPoint Communications		
	Telephone Operating Company of Vermont	LLC	145115	dba PairPoint Communications		
	The Bl Paso Telephone Company		34100#	dba FairPoint Communications		
-	UI Long Distance, Inc.			dba FairPoint Long Distance		
224	Unite Communications Systems, Inc.		market Market Children	FairPoint Communications		
194	Utilities, Inc.			dba FairPoint Communications (Maine)		
	Utilities, Inc.			dba FairPoint Utilities (New Hampshire)		

Telephone Numb Email Address - E ng Carrier Company ng Company	Affiliates	NORTHAND TE 2015 Sarbera Gala 20155126 en byslardosfei	r65 xt.	Doing Business As Company or Brand Designation
n Year Name - Person U Telephore Numb Email Address - E ng Carrier Company ng Company	er - Number of person identified in data line 4030> mail Address of person identified in data line 4030> Earthland relephone of Vt Tairfoint Commications, Inc. Sorthland Telephone of Vt Address of Affiliates	2015 Sarbera Gala 2075356126 er bgalardosfei	rés nt. rpoint.eco	
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COM Netwo			SAC	Doing Business As Company or Brand Designation
COM Netwo	rka Ino			
	YCOM Networks Inc.			dba FairPoint Communications

FCC FORM 481

Line 1010 -Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (volce)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Vermont, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in FairPoint Vermont, Inc. are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Vermont Catalog
FairPoint Vermont, Inc.
d/b/a FairPoint Communications

Section 4 Page 3 Original

LOCAL EXCHANGE SERVICE

2. Reserved for Future Use

3. Lifeline Telephone Service

- A. Residential customers that qualify for Lifeline telephone rates, as established by the Public Service Board per 30 V.S.A. § 218 (c), will have a reduction equal to 50% off the basic monthly service charge, provided that in no event the amount of the monthly credit exceeds the monthly basic service charge and provided further that in no event shall the amount of the monthly credit be less than the amount of the monthly credit in effect (\$7.00).
- B. Eligible customers receiving the Lifeline credit will not be charged the End User Common Line Charge (EUCL), as per FairPoint Tariff FCC No. 2.
- C. This service is restricted to residential subscribers. To qualify for Lifeline service rates, a subscriber must be deemed eligible by the Vermont Agency of Human Services. The Vermont Agency of Human Services will determine eligibility in accordance with existing income based programs and will provide the telephone company with a list of the telephone numbers of eligible participants within each local exchange. The list will be updated monthly and reconciled quarterly. Seasonal customers are non-eligible for Lifeline Service.
- A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to a Lifeline customer without charge.
- E. When an eligible customer with BLES local service that receives the Lifeline credit becomes delinquent in their payment, including toll charges, the Telephone Company shall place a mandatory toll block on the customer's line without charge; and a payment agreement negotiated to reduce the delinquent balance. When the balance of the agreement is satisfied, the customer has the option to remove or maintain the toll block without charge. Non-BLES Lifeline customers may be disconnected for non-payment of toll service.

Form 481 Line 1210-Terms & Conditions for Lifeline Customers

Vermont Catalog FairPoint Vermont, Inc. d/b/a FairPoint Communications Section 4 Page 4 Original

LOCAL EXCHANGE SERVICE

- Lifeline Telephone Service (Conf'd)
 - F. Customers eligible for Lifeline credit shall not be charged a deposit to initiate service provided the customer voluntarily elects to receive toll blocking. A Lifeline customer who refuses toll blocking may be charged a deposit to initiate service.
 - G. Proof of eligibility for the Lifeline rate is provided to the Company by the Vermont Agency of Human Services. All questions of eligibility should be directed to the Vermont Agency of Human Services.
 - H. The Company will reconcile quarterly the list of eligible telephone numbers within each local exchange. If a subscriber is identified as being ineligible, Lifeline rate treatment will be discontinued. The Company will not be held liable for errors in the identification of eligible customers. It's liability will be limited to reasonable and prudent handling of the information provided by Vermont Agency of Human Services.
 - Effective April 1, 2012, Lifeline customers will no longer receive federal assistance known as Link-Up toward installation of their network access line.

CONFIDENTIAL INFORMATION — SUBJECT TO THIRD PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, GN DOCKET NO. 09-51, CC DOCKET NOS. 01-92, 96-45, WT DOCKET NO. 10-208 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

Form 481 Line 1210-Terms & Conditions for Lifeline Customers

Vermont Catalog FairPoint Vermont, Inc. d/b/a FairPoint Communications Section 5 Page 53 Original

GENERAL SERVICES

- Screened One Party Service (Cont'd)
 - D. Toll Restriction Service (Cont'd)
 - 2. Rates and Charges (Cont'd)
 - C. If a customer has a scheduled payment arrangement which is agreed to by both the Company and the customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the customer's bill.
 - For any customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.
- 15. Seasonal Service and Vacation Rates
 - A. General
 - Exchange service may be temporarily suspended and the customers listing retained in the directory. The service is provided to residence and business customers in all the Company's exchanges whose requirements for telephone service are less than that which might normally be provided in a calendar year.
 - B. Conditions
 - Temporary suspension of service will be furnished under the following conditions:
 - Service is available to all grades of residential and business service.
 - At least one month's full rental shall be paid for service prior to establishment of the temporary suspension.
 - Service may be temporarily suspended for a minimum of 30 days and a maximum of 180 days.
 - D. The reduced rate for the temporary suspension of service may become effective only on a regular billing date and will apply to full monthly billing periods only and not to any portion thereof (except in case of a final bill).



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

Germantown Independent Telephone Co.

9, 200			

FCC For	rm 481 - Carrier Annual Reporting Data Collection Form		TO SECURE AND ADDRESS OF THE PROPERTY OF THE PARTY OF THE	nm 481 optra No. 3000-9885/CM/8 Control No. 3060-0819
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<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo%fairpoin	t.coa	
ANNUA	IL REPORTING FOR ALL CARRIERS			S4.313 S4.422 Completion Completion Required Required Required
<100>	Service Quality Improvement Reporting		(complete attached worksheet)	THE V
<200>	Outage Reporting (voice)		(complete attached worksheet)	/ /
<210>		outages to report	A CONTRACTOR OF STATE AND A STATE OF STATE AND A STATE	THE STATE OF
<300>	Unfulfilled Service Requests (voice)			
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<310>	Detail on Attempts (voice)			\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
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<400>	Number of Complaints per 1,000 customers (volce)			
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			(attached descriptive document)	
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	Company Price Offerings (broadband)		(complete attached worksheet)	- Allen
	Operating Companies and Affiliates		(complete a Nached worksheet)	
	Tribal Land Offerings (Y/N)? Voice Services Rate Comparability	9	(if yes, complete attached worksheet) (check to indicate cartification)	
1000	1010 Voice Service Rate Comparability.pdf		Terrece to morture abspicosomy	
<1010>			(attach descriptive document)	
<1100>	Terrestrial Backhaul (Y/N)?		(if not, check to indicate certification)	V (11111)
c1110-	00			111111111
<1110> <1200>	Terms and Condition for Lifeline Customers		(complete attached worksheet) (complete attached worksheet)	
	Price Cap Carriers, Proceed to Price Cap Additional C	ocumentation Wor		THE REAL PROPERTY.
	Including Rate-of-Return Carriers affiliated with Pri			
<2000>	, agains agains duitte		(check to indicate certification)	· IIIII
<2005>			(complete attached worksheet)	
<3000>	Rate of Return Carriers, Proceed to ROR Additional	pocumentation Wo	(check to indicate certification)	188888
<3005>			(complete attached worksheet)	

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This williams	ervice Quality Improvement Reporting illaction Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	300618
<015>	Study Area Name	CENTERAL MINISORIES
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tarbesa Galardo
<035>	Contact Telephone Number - Number of person Identified in data line <030>	3015356136 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	hgslardo#feirpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes/no) O •
	If your answer to Une <110> is yes, do you have an existing §54.202(a) "5	0.0
<111>	year plan* filed with the FCC?	(yes/no) O O
<112>	voice lélephony service. Attach Five-Year Service Quality improvement Fian or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.335a)[1]. If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.	112 Service Quality Improvement Exporting.pdf company is a
	Please check these boxes below to confirm that the attached documents(s), on I/s 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<115»	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to Improve service quality	
<116>	How (USF)was used to Improve service coverage	
<117>	How (USF) was used to improve service capacity	
	Provide an explanation of network improvement targets not met	

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(200) Service Outage Reporting (Voice)		FCC form 401
Data Collection Form		OM8 Control No. 3060-0986/OM8 Control No. 3060-0819 Ally 2013

<010>	Study Area Code	300618
<015>	Study Area Name	GENERATION INDIFFED
<020>	Program Year	2015
<030>	Contact Name - Person USAC showld contact regarding this data	Portore Galardo
<035>	Contact Telephone Number - Number of person identified in data Ene <030>	2075356126 4NL.
<039>	Contact Ernall Address - Ernall Address of person identified in data line <030>	byslerdoffsiepoint.con

	4>	41>	402	 cb3>	<b4></b4>	4(1)	ab	cd>	(45)	«b	Q2	cha
	NORS Reference Number	Outage Start Date	Outage Start Time		Outage End Time	Number of Customers Affected	Total Number of	911 Facilities Affected	Service Outage Description (Check	Did This Outage Affect Multiple Study Areas	Service Outage	Preventative
ŀ							Customers	(Yes/No)	Description (Check all that apply)	(Yes/No)	Resolution	Procedures
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10-	Study Area Co	de			200618				
5>	Study Area No	tne			GENTANTON	RECEIVED			
10>	Program Year				2015				
ió»	Contact Hame	- Person USAC should	contact regards	ng this data	Barbaca Gr	lards			
53	Contact Telepi	hone Number - Numb	er of person idea	offied in data line	<030> 2078384124	ext.			
190	Contact Email	Address - Email Addre	ess of person ide	ntified in data line	tchrelagd cotto	alepoint.com			
12>	Single State-w	cal Service Chargo Effo (de Residential Local S	Service Charge	E	1/3014	ionic di		400-2000	4
" i	STORY OF THE PARTY	CHEST CONTRACTOR	T I	-	Residential Local	The state of the s	- Control of the Cont	Mandatory Extended Area	The state of the s
- 1	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Secvice Charge	Tetal per line Rates and F
- 1	- 1010					Carrier Commence			
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0	Study Area Code			300614					
015>				GEFRAFIONE INDI	EEESD				
020>	Program Year			2015					
010>	Contact Name - Parson U	SAC should contact regarding	this data	Barbera Galord					
035>		er - Number of person identifi		2075356136 axt					
039>	Contect Email Address - I	mail Address of person Identif	ted in data line <030>	tgalardosfaltg	oint.cea				
711>	PART TO BE SEE	ALL STATES	dis	1	10	offs	db 1	offs	6645
	State	Exchange(REC)	Residential Rate	State Regulated Fees	Focal Rate and Fees	Broadband Service - Download Speed (Mkps)	Exceeds and Service - Upload Speed (Albon)	Usage Allowance (GS)	Usage Allowance Action Taken When Limit Reached (select)
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						- 11-7-00			
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			1	See allac	ned				
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ita Col	erating Companies — lection Form			×440	FCC Form 481 ONIS Control No. 3050-0686/CIAIS Control No. 8050-0619 Very 2013
<010>	Study Area Code		300618		
015>	Study Area Name		GEISWIEGE IN	erenn	
020>	Program Year		2015	THE STATE OF THE S	
030>		USAC should contact regarding this data	Perhace Galar	to .	
035>		nber - Number of person Identified in data line <030>	2075354125 ex		
039>	Contact Email Address	Email Address of person Identified in data line <030>	2galarde)fale	point.com	
810>	Reporting Carrier	Gerrankovn Independent			
(811>	Holding Company	FairFoint Corpunications, Inc.			
812>	Operating Company	Corrantova Independent			
<813>	No.	ob 7, table	er Herid	es ap	
		Affiliates		SAC	Doing Business As Company or Brand Designation
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			See atta	iched workshe	et
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	al Lands Reporting ection Form	PCC Form 481. OMB Control No. 3060-0985/DMB Control No. 3060-0819 July 2019
<010>	Study Area Code	300618
<015>	Study Area Name	GEFRANCON INCEPEND
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Earthara Gelardo 20153154126 est.
<035>	Contact Telephone Number - Number of person Identified in data line Contact Email Address - Email Address of person Identified in data line	140507
<039>	Contact Email Address - Email Address of person identified in data line	COOO ogiimomaiipmi.coo
¢910>	Tribal Land(s) on which ETC Serves	5€1
·920>	Tribal Government Engagement Ob!'gation	Name of Attached Document
tunur	ompany serves Tribal lands, please select (Yes, No, NA) for each these boxes	Harma of Manual advantage
	m the status described on the attached document(s), on line 920,	
	trates coordination with the Tribal government pursuant to	Select
	S(a)(9) Includes:	(Yes,No, NA)
921>	Needs assessment and deployment planning with a focus on Tribal community enchor institutions.	
922>	Feasibility and sustainability planning;	
923>	Marketing services in a culturally sensitive manner;	
924>	Compliance with Rights of way processes	
925>	Compliance with Land Use permitting requirements	
926>	Compliance with Facilities Siting rules	
927>	Compliance with Environmental Review processes	
928>	Compliance with Cultural Preservation review processes	
	Compliance with Tribal Business and Licensing requirements.	
<929>	Compliance with Tribal Business and Licensing requirements.	

	Terrestrial Backhaul Reporting	FCC Form 481 QM8 Control No. 3060-0986/QM8 Control No. 3060-0819 July 2013
<010>	Study Area Code	330618
<015>	Study Area Name	OCURRENCE ENGINEERING
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Berberg Gelards
<035>	Contact Telephone Number - Number of person identified in data line <030>	3675354126 est.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	byelardolfeicpoint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(6)	
		*

D. ...

### Properties of the properties of the properties of the plans Program Year	010>	Study Area Code		700618
O30> Contact Name - Person USAC should contact regarding this data Sachact Telephone Number - Number of person identified in data line <030> Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Data telephone Number - Number of person identified in data line <030> Data telephone Number - Number of person identified in data line <030> Terms & Conditions of Volce Telephony Lifeline Plans Name of Attached Document Name of Atta	015>	Study Area Name	-	CENSORION INTERNED
OSS Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address - Email Address of person identified in data line <030> Septendial Address - Email Address - Email Address of person identified in data line <030> Septendial Address - Email Address - Email Address of person identified in data line <030> Septendial Address - Email Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030> Septendial Address - Email Address of person identified in data line <030 Name of Attached Document Name	020>			2013
Contact Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of person Identified in data line <030> Separate Email Address - Email Address of Parate Email Address of Parate Email Address of Addre	30>			Bartara Galardo
Stockeds 210-pdf Stockeds 210-pdf Stockeds 210-pdf	035>			2075354125 ext.
Name of Attached Document Link to Public Website HSTP *//www.tataccta.com/foliryoloc/cler.aspecid=2666 the website listed, on line 1220, contains the required information pursuant to SLA22(a)(2) annual reporting for ETCs receiving low-income support, carriers must nually raport: 221> Information describing the terms and conditions of any voice telephony service plans offered to Ufeline subscribers, 222> Details on the number of minutes provided as part of the plan,	039>	Contact Email Address - Email Address of person Identified in data I	ine <030>	bgslardolfAigpoint.com
Please check these boxes below to confirm that the attached document(s), on line 1210, the website listed, on line 1220, contains the required information pursuant to 554.22(s)(2) snaust reporting for ETCs receiving low-income support, carriers must annually report: 1221> Information describing the terms and conditions of any voice telephony service plans offered to Ufeline subscribers, 1222> Details on the number of minutes provided as part of the plan,	1210>	Terms & Conditions of Volce Telephony Lifeline Plans		
the website listed, on line 1220, contains the required information pursuant to S4,422(8)2) annual reporting for ETCs receiving low-income support, carriers must annually raport: 1221> Information describing the terms and conditions of any voice telephony service plans offered to Ufeline subscribers, 1222> Details on the number of minutes provided as part of the plan,	1220>	Link to Public Website	нтр ,	
telephony service plans offered to Ufeline subscribers, 1222> Details on the number of minutes provided as part of the plan,	54.422	(a)(2) annual reporting for ETCs receiving low-income support, carriers mus	•	
	1221>	Information describing the terms and conditions of any voice telephony service plans offered to Ufeline subscribers,	1	
1223> Additional charges for toll calls, and rates for each such plan.	222>	Details on the number of minutes provided as part of the plan,		
	223>	Additional charges for toll calls, and rates for each such plan.	V	

Of age 9

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(2000) Pr	te Cup Carrier Additional Documentation	FCC form 481	
Data Col	action Form	dNa Cohtrel No. 5060-0946/OMB Control No. 906	00819
including	Note of Rictura Corriers offiliated with Price Cop Local Exchange Corriers	M(70)3	44.0
-			STATE OF THE PARTY
<010>	Study Area Code	100418	
<015>	Study Area Name	GEFFANTSWY INCLUDED	
<020>	Program Year	2015	
<0.30>	Contact Name - Person USAC should contact regarding this data	Surfera Galando	
<035>	Contact Telephone Number - Number of person Identified in data line c030>	2075374128 ext.	
40350	Contact Email Address - Email Address of person identified in data time <030>	bestarderfairpoint.com	
CHECK U		rica Phase I support, froten High Cost support, High Cost support to offset access change reductions, and Connect Arnerica Phase II	
	support as set forth in 47 CFR 9 54.313(b),(c),(d),(i	(e) the information reported on this form and in the documents attached below is accurate.	
	Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))		
<2011>	3rd Year Certification (47 CFR § 54.333/b)(2))		
	Price Cap Carrier Receiving Prozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification		
<2013>	2018 Frozen Support Certification	 	
<2014»	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification	F F	
		_	
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Bulld Broadband		
	Connect America Phase II Reporting (47 CFR § 54.313(e))	202	
<2017>	3rd year Broadband Service Certification		
42018>	5th year Broadband Service Certification		
<7019>	Interim Progress Certification		
	Please check the box to confirm that the attached document(s), on t	tine 2021, contains the sequired information	
<2020»	current to 6 S4 313 (a)(3)(ii), as a sectorest of CAF Phase II support	rt shall provide the number, names, and	
	addresses of community anchor institutions to which began providing	ing access to broadband service in the	
	preceding calendar year.		
		1	
<2021>	Interim Progress Community Anchor Institutions	1	
00000		1	
		4	
		Name of Attached Document Listing Required information	
		Date of Missing Property Prof. College and College	- 25